



Itineraries: To provide the best possible service to you, we require a detailed itinerary at least ten (10) days prior to departure. We are often not able to accommodate changes requested within 10 days.

Prices: Prices are based on information furnished to us at the time of booking. Extensions or changes in service may result in additional charges. Prices reflect current laws including driver hours of service regulations. Viking reserves the right to adjust the final price of your trip to reflect any changes necessary to comply with applicable law(s).

Toll Roads/Bridges/Tunnels and Parking Fees:

Due to the uncertainty of knowing exactly where the road may take us on your charter, these fees are excluded in the price unless noted on the charter order.

Compliance with Laws: Viking always puts safety first. All itineraries must allow the driver and the company to comply with all Federal, State, and Local laws, regulations, and ordinances. By U.S. Federal law, drivers are limited to: a) 15 hours on duty in any one day (including ½ hour driver preparation); and b) of this 15 hours, a maximum of 10 hours may be actual driving hours. Upon reaching your destination or once the driver's available hours have been used, the driver must have a minimum of 9 consecutive, uninterrupted hours off-duty. The Viking sales staff will assist you in determining if your trip can be done with one driver, or if multiple drivers are required. If your itinerary requires the use of more than one driver, either the price of the charter will be adjusted, or the itinerary must be changed to allow for only one driver. If traveling to Canada, hours of service regulations vary.

Arrival and Departure Times: Adherence to scheduled times is often subject to matters beyond our control. We do not guarantee any arrival or departure times. We will not violate traffic laws and will not be held responsible for any delays, changes of schedule, or loss(es) resulting directly or indirectly from and including, but not limited to: delays caused by acts of nature, authority of law, accidents, breakdowns, road conditions, and/or other conditions beyond the company's control.

Fuel Costs are at times volatile. Viking makes every effort to quote and contract trips with national forecasting. In the rare event of a substantial change in fuel prices, we reserve the right to charge a fuel surcharge to recover these additional costs. If required, this adjustment would be made prior to departure and the customer has the ability to cancel without charge.

Deposit is 10% of total charter amount. Deposit amount are listed in the confirmation letter and are due along with a signed copy of the contract seven (7) days after booking. Charter(s) are subject to cancellation without notice if deposit(s) are not received within this time. Last-minute charter contracts must be paid in full immediately.

Final Payments: Payment in full must be received at least 14 days prior to the scheduled departure unless the charter order states otherwise. Charters not paid in full within this time frame are subject to cancellation without notice.

Cancellations by Customer: Cancellations made at least 14 days prior to departure will be refunded in full. 13-7 days prior to departure will be charged the deposit amount. 0-6 days prior to departure will be charged 70% of the final price regardless of cause. (exempting unsafe weather conditions)

Cancellations by Viking: Viking reserves the right to cancel any charter up until the departure date due to a State of Emergency anywhere in the United States which requires immediate service to sustain human life.

Overnight Trips: Customer is responsible for the driver(s) overnight room accommodations, unless you and the company have agreed in advance that the company will provide the driver's room and bill you for the charges. To ensure proper rest, each driver must have a private room with private restroom/shower accommodations. Expect to spend \$125-\$175 per night for each driver's room. Should the room not be acceptable to the driver, Viking will place driver in another hotel and bill customer for the cost.

Gratuities: Gratuities to drivers, though customary, are discretionary and are not included in the price unless otherwise specified in the agreement. A gratuity is always appreciated for a job well done. The average is \$3-5 per person per day.

Coach Idling: Viking maintains a low engine idling policy to keep your costs. Certain cities and engines allow for no engine idling. Please respect your driver when asked to exit the coach.

Unpaved Roads: Unpaved surfaces along the desired route must be pre-approved by management. Road conditions and poor weather are hard to predict, therefore the driver will ultimately determine whether the unpaved surface is safe to travel. All costs associated with towing a bus from unpaved surfaces is to be paid by customer.

Safety: For safety reasons, we ask that passengers remain seated while the bus is in motion. The total number of passengers cannot exceed the seating capacity of the coach. Safety regulations require that the center aisle of the coach be always kept clear.

Supervision and Discipline: The chartering party is responsible for providing adequate supervision and discipline. If minors are traveling, a responsible adult must be always aboard each bus. For your safety, your driver must devote his/her attention to driving.

Lost or Damaged Items: Viking is not responsible for any items left, lost, stolen, or damaged on the coach. The company assumes no risk for handling baggage and/or other passenger's property. If you believe you lost an item on a Viking motorcoach, please contact our office and we will attempt to locate it.

Luggage: The chartering party may only bring luggage and other property in an amount that can be conveniently carried in the charter bus. We ask that each item not exceed 50 pounds. Items more than 50 pounds will be at the drivers discretion.

Video & Music Policy: Videos with adult content are not permitted. Please refrain from showing videos with many loud noises as this is very distracting to the drivers. Viking reserves the right to deny the chartering party use of video equipment on the coaches at any time, for any reason. Audio and visual equipment on Viking motor coaches is provided as equipment only, free of charge. Viking does not provide media of any type. No license to play copyrighted music or video productions is provided by Viking. Any licenses, fees, or other grants and permissions necessary for playing copyrighted material is the sole responsibility of the Chartering Party/Lessee. Viking is not responsible for loss or damage to any media played on the equipment we provide.

Amenities: Amenities on the coach such as WIFI, radio, CD player, video player, PA system, restroom, etc. are provided free of charge to our customers. Should a specific amenity be unavailable or inoperable, Viking will not be liable for its availability or performance.

Cleaning: We work very hard to keep our coaches clean. Please help us by keeping the floor clear of trash and keeping drinks covered to avoid spills. Drivers will make every effort to have the coach cleaned and washrooms serviced on extended trips. Excessive vehicle cleaning charges may be billed to the customer.

Mechanical Difficulties: If a Viking coach is not available to begin or complete a charter due to a mechanical issue, substitutions may be made with another carrier to perform the service. Viking's liability due to the breakdown is limited to the cost of completing the charter contract with another motor coach company or the total price of the initial charter contract.

Smoking and Alcohol: Viking prohibits the use of both traditional smoking and e-cigarettes on the coach. Alcoholic beverages are allowed in moderation and with prior approval for select groups. Fraternities and Sororities are not allowed alcohol on the coach and must be sober while onboard. Any violation of this will result in a minimum charge of \$500 per motor coach. The driver has the complete authority to restrict consumption and eject anyone from the group who is unruly.

Damages to the Vehicle: Any damage to the vehicle, inside or outside, caused by the chartering party will be charged to the chartering party.

Insurance: Viking carries liability coverage should you be involved in an accident. Viking also offers an additional insured provision on our insurance policy should you require this. This request must be made at the time you charter the coach.

Signing the provided acceptance form serves as your acceptance of these terms and conditions (contract)